



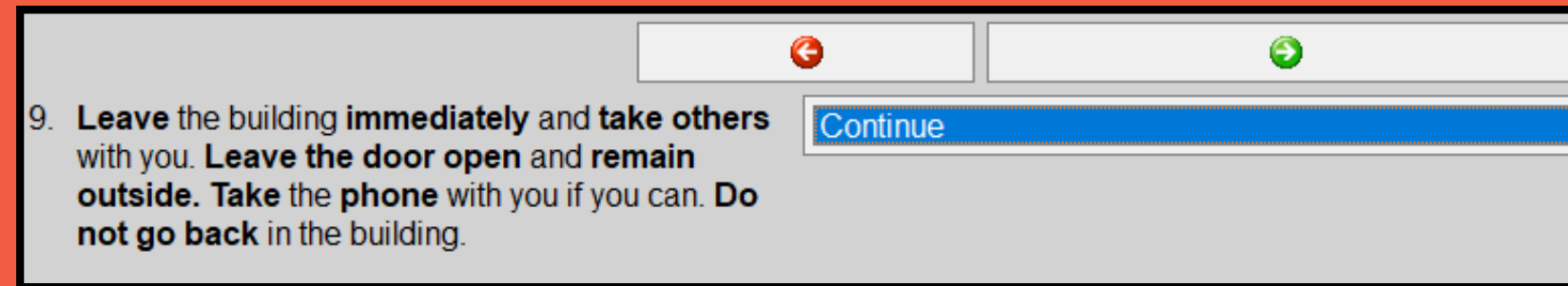
EFD UPDATE

April 2026



PROTOCOL 52: ALARMS

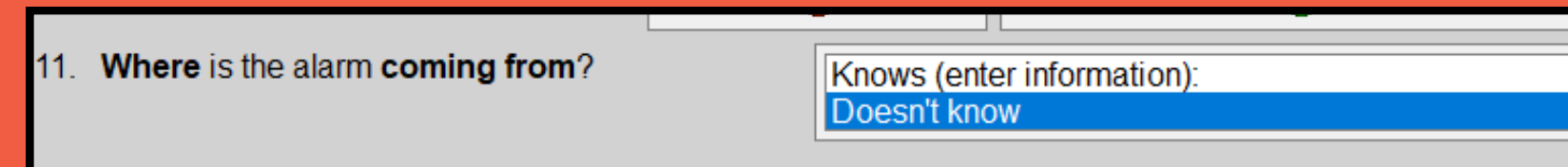
When a call involves a private party caller and an Explosive Gas Alarm, ProQA now follows a pathway for evacuating the building.



9. **Leave** the building **immediately** and **take others** with you. **Leave the door open** and **remain outside**. **Take the phone** with you if you can. **Do not go back** in the building.

Continue

Explosive gas alarms can indicate the presence of either natural or LP gas, so this change mimics Protocol 60: Gas Leak/Gas Odor



11. **Where** is the alarm **coming from**?

Knows (enter information):
Doesn't know

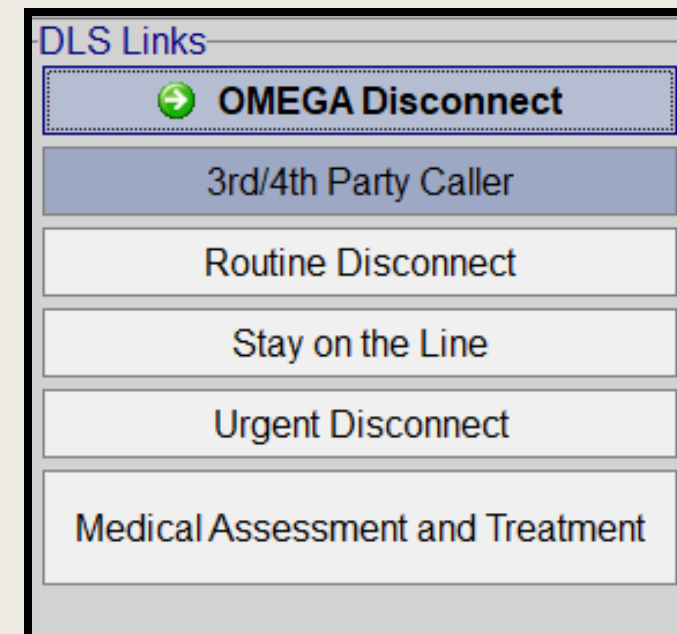
Key Question, "Do you know where the alarm is coming from?" has been reworded to, "Where is the alarm coming from?" This better aligns with the rest of protocol questioning.



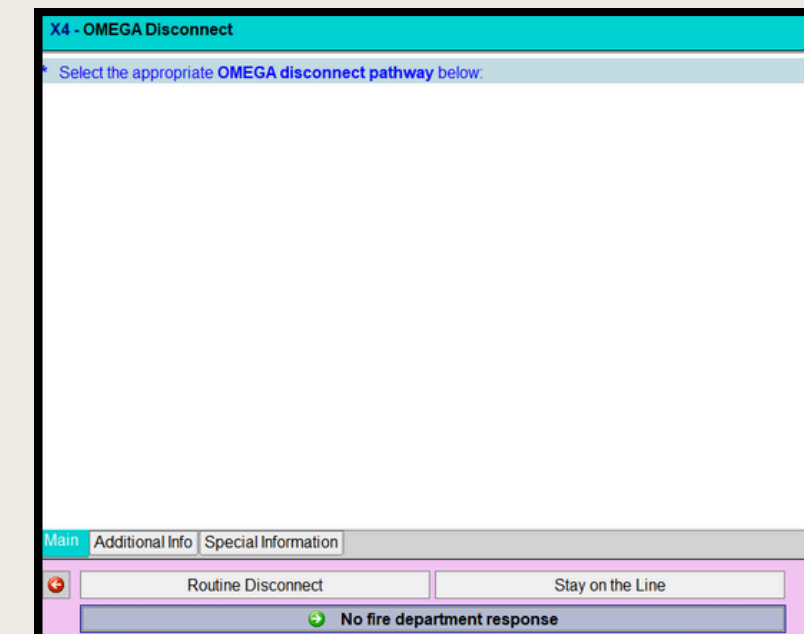
PROTOCOL 53: SERVICE CALL

OMEGA Disconnect

The OMEGA instruction, "I'm notifying the proper agencies. Call us back if anything changes," was removed and replaced with an OMEGA-Disconnect DLS link.



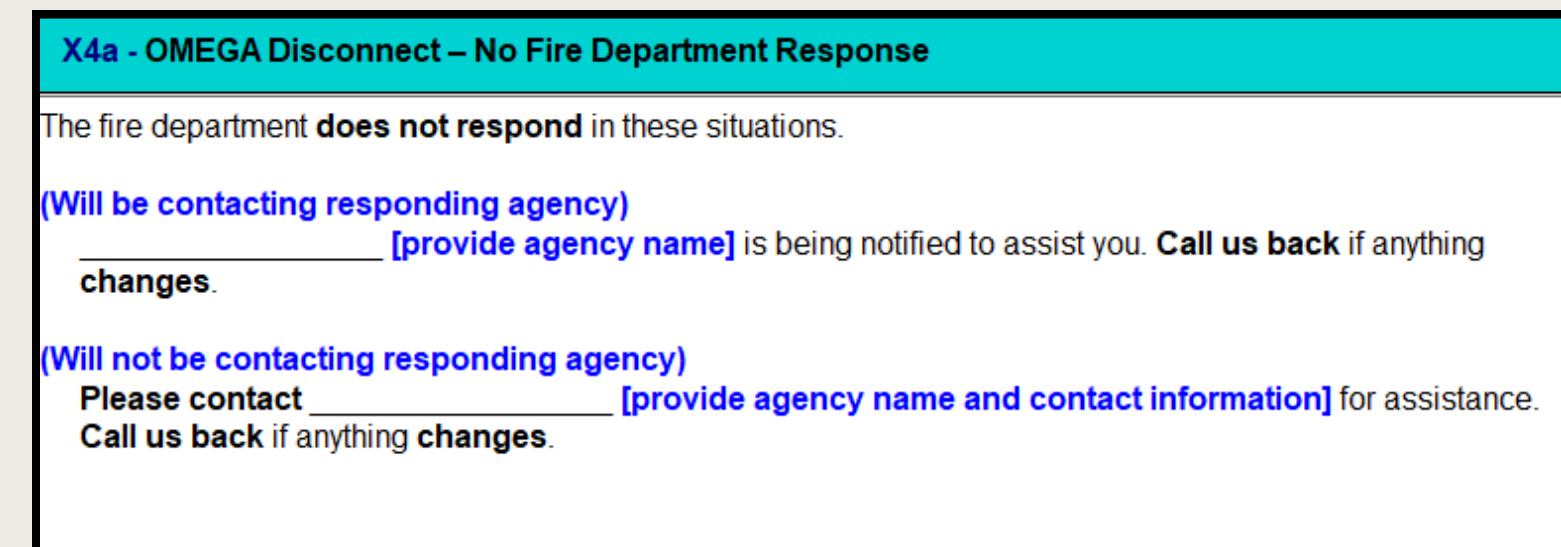
A screenshot of a software interface titled "DLS Links". It features a list of menu items: "OMEGA Disconnect" (highlighted with a green arrow icon), "3rd/4th Party Caller", "Routine Disconnect", "Stay on the Line", "Urgent Disconnect", and "Medical Assessment and Treatment".



A screenshot of a software interface titled "X4 - OMEGA Disconnect". It contains a prompt: "Select the appropriate OMEGA disconnect pathway below:". Below this, there are two buttons: "Routine Disconnect" and "Stay on the Line". At the bottom, there is a green arrow icon and the text "No fire department response".

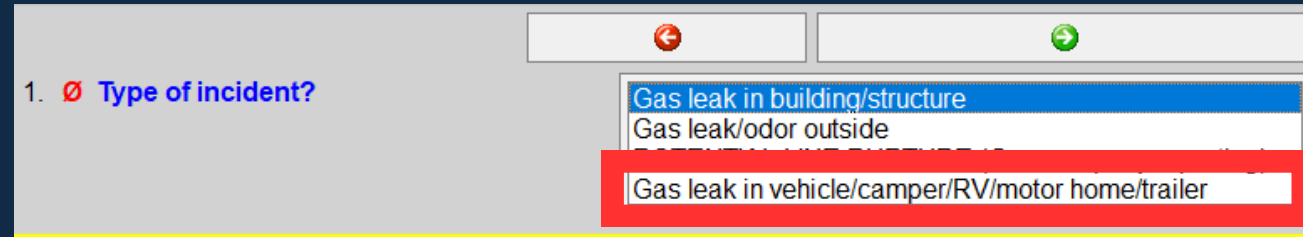
No Fire Department Response

A new case exit was added for when there will be no response per agency policy.



A screenshot of a software interface titled "X4a - OMEGA Disconnect - No Fire Department Response". It contains the following text:
The fire department **does not respond** in these situations.
(Will be contacting responding agency)
_____ [provide agency name] is being notified to assist you. **Call us back** if anything changes.
(Will not be contacting responding agency)
Please contact _____ [provide agency name and contact information] for assistance.
Call us back if anything changes.

PROTOCOL 60



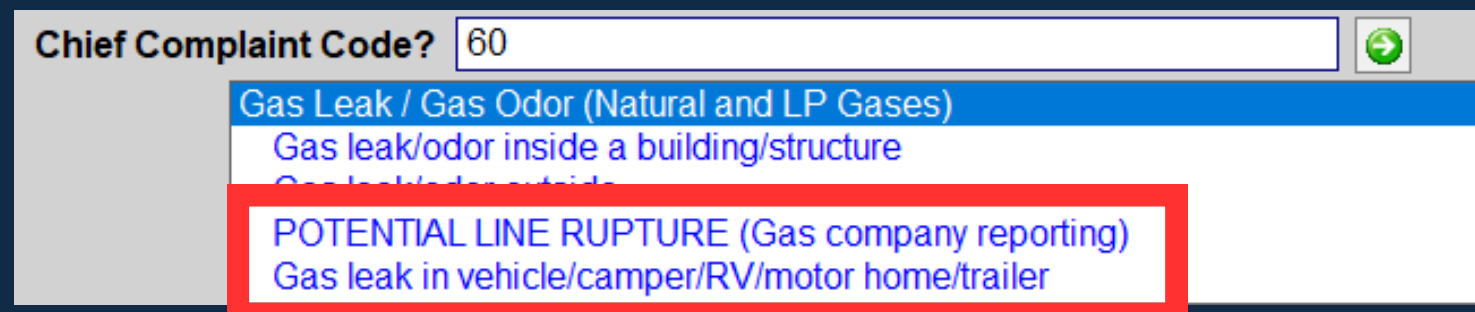
1. Type of incident?

- Gas leak in building/structure
- Gas leak/odor outside
- Gas leak in vehicle/camper/RV/motor home/trailer**

A Key Question sequence has been added for when there is a gas leak in a vehicle, camper, RV, etc.

6. For **vehicle/trailer gas leaks with a fire**, use **Protocol 71**.

A new Chief Complaint selection rule was added. Make sure if there is a gas leak from a vehicle, but it is ALSO on fire, that we are going to Protocol 71: Vehicle Fire.



Chief Complaint Code? 60

- Gas Leak / Gas Odor (Natural and LP Gases)
- Gas leak/odor inside a building/structure
- Gas leak/odor outside
- POTENTIAL LINE RUPTURE (Gas company reporting)**
- Gas leak in vehicle/camper/RV/motor home/trailer**

Two new sub Chief Complaints have been added for gas leak in a vehicle and POTENTIAL LINE RUPTURE.

GAS LEAK / GAS ODOR



TYPES OF GAS LINES

Outside TRANSMISSION/DISTRIBUTION Pipelines

Pipelines that are used to transport **large volumes** of natural gas to major markets. Typical size can vary between 6 inches (15 cm) and 48 inches (122 cm).

These are like the “highways” for gas. Transmission lines take gas from production areas to distribution lines that delivers to communities.

Outside INDUSTRIAL/HIGH-PRESSURE Lines

Pipelines serving industrial areas (buildings/structures, complexes) are **larger** in size and have **higher pressures** than other commercial lines.

These serve factories, refineries, power plants, large scale operations.

Outside COMMERCIAL Lines

Pipelines that serve a **single** or **group** of commercial **businesses**. They are typically **larger** in size and have **higher pressures** than residential lines.

These serve places like businesses, schools, hospitals, etc.

Outside RESIDENTIAL Line/Meter

Service piping for a **residential** dwelling **from a main to a gas meter**, including piping from the gas meter **before** it enters the structure. Typical size is ¾ inch (1.9 cm) to 1 inch (2.5 cm).

PROTOCOL 62: HIGH ANGLE RESCUE

New Definitions!

Above grade
"Above grade" refers to rescues conducted above the ground level. Examples include, but are not limited to, in/on buildings, elevated non-building structures, cliffs, or rock faces.

Below grade
"Below grade" refers to rescues performed below ground level. Examples include, but are not limited to, quarries, mine shafts, underground caves, tunnels, or crevasses.

MID-RISE Building
A building whose height is **less than** the local definition of a **HIGH-RISE building** but **more than** what is commonly considered a **LOW-RISE building**. Occupancy of a building of this type may be **residential, commercial, or mixed use in nature**. Use of this building type will be **dictated by local policy and need**.

LOW-RISE Building
A building whose height is **less than** the local definition of a **MID-RISE building** but typically **more than** one story. Occupancy of a building of this type is commonly **residential or mixed use in nature**. Use of this building type will be **dictated by local policy and need**.

NON-BUILDING STRUCTURE
A structure **not** designed or utilized for **consistent habitation or occupancy** but that may have **people in or on** it for various reasons. Examples may include, but are not limited to:

- Amusement park rides
- Bridges/Overpasses
- Elevated roadways/walkways
- Scaffolding
- Silos/Elevators
- Tower/Mobile cranes (static)
- Water towers

★ Note: These MID RISE and LOW RISE definitions will follow you throughout protocol where building types apply.

Please reference agency policy on what your local definitions are for HIGH RISE, MID RISE, AND LOW RISE.





PROTOCOL 62



1. In the event that **no Technical Rescue Team (TRT) is available locally**, consider utilizing **MUTUAL AID** resources.
2. Buildings and non-building structures over 75 feet (23m) in height can present **special problems for the rescue of occupants or persons in/on** as exterior rescue with aerial apparatus may not be possible.
3. For animal rescue situations, **substitute "animal" for "person"** in Key Questions as appropriate.

Some rules and axioms have been reworded to better address how to handle animals who are being rescued and situations where a rescue is needed where resources are not available. Refer to local policy on who to call for mutual aid.



PROTOCOL 69: STRUCTURE FIRE

The PDI for a fire alarm activation has been changed from, "If it's safe to do so, activate the alarm as you leave to warn others." to this...

g. If the **building** has a **fire alarm**, and if it's **safe** to do so, **activate** the **alarm** as you leave to **warn** others.

Three major updates:

1. Incidents that include derailment are now treated as a **derailment** rather than a collision. A collision now only refers to a collision between trains.
2. Two new definitions were added to additional information.

HIGH OCCUPANCY Vehicle

A passenger vehicle **capable of carrying ≥ 10 people**.

Passenger Vehicle

A passenger vehicle is a **motor vehicle**, other than a large truck, bus, or motorcycle, that is designed and used for the **transportation of passengers** and are typically designed to carry **less than 10 people**. Examples include, but are not limited to, cars, pickups, SUVs, or minivans.

3. The new Key Question pathways are as follows:

- Derailment
- Collision between trains (no derailment)
- Vehicle struck by train (no derailment)
- Person struck by train
- Vehicle on tracks
- Stranded on train
- Unknown situation

PROTOCOL 70

Train and Rail Incident (Derailment/Collision)



NEW DLS LINK

D6 - Power Lines/Wires in Contact with Vehicle on Fire

Stay calm and **listen carefully** to **all** of my instructions so that I can help you get out. I will tell you **exactly** what to do next.

You will need to **jump clear** of the vehicle so that you **do not touch any part** of the vehicle and the ground **at the same time**.

Jump as **far** as possible **away** from the vehicle with **both feet landing** on the ground **at the same time**. **Immediately move away** from the vehicle. **Do not touch** the vehicle or any power line, and **do not touch** any **person** who is still **in the vehicle**.

Once **clear** of the vehicle, **shuffle away** with **both feet** on the ground, or **hop away** with **both feet landing** on the ground **at the same time**.

Once **clear** of the **downed power line**, **stay** 300 feet (90 meters) **away**.

Main Additional Info Special Information



Return to KQs

Stay on the Line

NEW DLS LINK

- You may recognize this from the medical update. The same DLS link has been added when we select the ECHO for "Occupants trapped in vehicle fire" for Protocol 71: Vehicle Fire.
- This has also been added to Protocol 77: Traffic Collision/Transportation Incident along with the "blue is for you" Key Question asking if there are power line or wires in contact with the vehicle.



EPD UPDATE

April 2026





PAST AND COLD CALL PATHWAYS



These pathways are now qualified under the following circumstances:

- This incident happened in the past or it isn't known when it happened.
- The caller doesn't know if the suspect/person/vehicle is in the area.
- The caller is not at the incident scene.
- The caller is the victim.

Rationale: This allows the down coding of events whenever a victim caller cannot determine a suspect location. Under these circumstances, there is no additional threat to the victim caller.

PROTOCOL 131: TRAFFIC COLLISION/ TRANSPORTATION INCIDENT

Key Question, "How many vehicles are involved?" has a new answer choice for MULTI VEHICLE PILE UP.

7. How many vehicles are involved?

Two
One
More than two (enter number):
MULTI-VEHICLE pile-up (enter estimate):
Unknown

- c.** If it's **safe** to do so, turn on flashing **hazard lights**. For **everyone's safety**, (tell any bystanders to) **stand well clear** of approaching **traffic** (on a sidewalk, in an emergency lane, beyond a guardrail, or up an embankment).
- d.** If you think the vehicle(s) are in a **dangerous location** and it's **safe** to do so, **move** them to a **safer** location (out of the flow of traffic/off to the side of the road).

PDIs were also reworded to allow agencies to address occupant safety at the scene of a TA and allow them to determine which vehicles they should move to a safer location based on their definition of a dangerous roadway.

PROTOCOL 132:

TRAFFIC VIOLATION/COMPLAINT/HAZARD

TRAFFIC/ROAD HAZARD

Items on or conditions of a roadway that pose a hazard to people or property. Examples include other vehicles, icy or slick roads, debris, non-dangerous animals in traffic, road damage, or missing/malfunctioning traffic devices.

3.  Select the type of hazard involved.

Info:
Animal (type/description/activity):
N/A – Already obtained

»» "Hazardous Road Conditions" has been changed to "Traffic/Road Hazard" and a new KQ added to address the type of hazard.

4. Child restraint and seat belt complaints are a **TRAFFIC VIOLATION.**

A new rule was added that provides guidance for the proper coding of a child restraint complaint but still allows the agency to determine if it is a **SERIOUS TRAFFIC VIOLATION** or a **MINOR TRAFFIC VIOLATION** based on your agencies policies.



THANK YOU!

Remember, this training has major updates listed only. It is important to read the protocol as written to make sure you aren't missing minor updates not covered here.

Any Questions? Reach out to us!

911training@eptc911.org

